

2020 UnitedHealthcare Medicare Advantage Plans Wisconsin

Quick Reference Guide

This guide provides contact information, prior authorization requirements and other general information to help you and your practice when working with UnitedHealthcare Medicare Advantage health maintenance organization (HMO) and preferred provider organization (PPO) members.



UHCprovider.com and Link

Link is your gateway to UnitedHealthcare's online tools. To sign in to Link, go to UHCprovider.com and click on the Link button in the top right corner. On Link you can:

- Check patient eligibility and benefits
- Check claims status and submit reconsideration requests
- Watch videos on demand in UHC On Air
- Submit and check referral status

If you have questions, visit UHCprovider.com/link or call the UnitedHealthcare Connectivity Help Desk at **866-842-3278**, option 1, from 7 a.m. to 9 p.m. Central Time, Monday through Friday.



Provider Hotline

Call us at **877-842-3210** to:

- Confirm member eligibility and benefits
- Provide care coordination notifications
- Check claims status
- Request prior authorization
- Update facility/practice data
- Submit an appeal request



Tip: You can go online to get much of this information and submit transactions. To learn more, please go to UHCprovider.com/link.

You'll be prompted to enter your patient's date of birth, the date of service and the member ID and group number as shown on the member's ID card.



Claims Submission

Electronic: To submit claims by Electronic Data Interchange (EDI), please use **payer ID 87726**. Learn more at UHCprovider.com/edi.

Paper: Please submit paper claims to the address listed on the back of the member's ID card.



Prior Authorization Requests and Care Coordination Notifications

Request prior authorization and provide care coordination notifications.

877-842-3210

UHCprovider.com > [Prior Authorization and Notification Resources](#)



Prescription Medications

OptumRx.com

Mail Order

- Call **800-791-7658**, Monday through Friday, 8 a.m. to 8 p.m. Central Time
- Fax 800-491-7997

Oral Drug Prior Authorization Requests

- Call **800-711-4555**, option 1
- Fax 800-527-0531

Injectable Drugs Prior Authorization Requests

- Call **800-711-4555**, option 2

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Behavioral Health Services

Please refer to the member's ID card for their behavioral health provider phone number.



Routine Vision: UnitedHealthcare Vision

spectera.com

800-638-3120

Monday through Friday, 7 a.m. to 10 p.m., and Saturday, 8 a.m. to 5:30 p.m. Central Time

No copay for outpatient physician services for the diagnosis and treatment of diseases and injury of the eye, including diagnosis or treatment for age-related macular degeneration or cataracts.



Routine Hearing: UnitedHealthcare Hearing

UHChearing.com

855-523-9355

Monday through Friday, 8 a.m. to 8 p.m. Central Time



Dental

dbp.com

877-816-3596

Monday through Friday from 7 a.m. to 10 p.m. Central Time)



Virtual Medical Visits

Members have access to virtual medical visits 24/7 with American Well at amwell.com.



Other Resources

You'll find information in our Care Provider Administrative Guides at UHCprovider.com/guides. If you have questions, please contact your Physician Advocate, Provider Relations or Network Management representative at UHCprovider.com > Contact Us > [Network Contacts](#).



2020 Medicare Advantage Sample ID Cards

AARP Medicare Advantage
UnitedHealthcare
PASSPORT

Health Plan (99999): **999-99999-99**
Member ID: 999999999-00 Group Number: XXXXX

Member: **MEMBER SAMPLE** Payer ID: xxxxxx
[UHC Dental Benefits]

PCP Name: **SAMPLE, M.D., PROVIDER**
PCP Phone: (999) 999-9999

Copay: PCP \$XX ER \$XX
Spec \$XX

H9999-999-999 **AARP Medicare Advantage (PPO)**
Medicare limiting charges apply

MedicareRx
Prescription Drug Coverage

RxBIN: 610087
RxCPCN: 9999
RxGrp: COS

Customer Service Hours: 8 am - 8 pm, 7 days/week Printed: xxxxxxxx

For Members
Website: www.MEMBERURL.com
Customer Service: 1-999-999-9999 TTY 711
NurseLine: 1-999-999-9999 TTY 711
Behavioral Health: 1-999-999-9999 TTY 711
Dental: 1-999-999-9999 TTY 711

For Providers www.PROVIDERURL.com 1-999-999-9999
Medical Claim Address: P.O. Box 99999, Healthcare, US 99999-9999

[UHC Dental Providers: UHC www.DENTALURL.com 1-999-999-9999]

For Pharmacists: 1-999-999-9999
Pharmacy Claims OptumRx P.O. Box 99999, Healthcare, US 99999

[Pharm Benefit Logo] [No Referral Logo] [Network Logo]

AARP Medicare Advantage
UnitedHealthcare
PASSPORT

Health Plan (99999): **999-99999-99**
Member ID: 999999999-00 Group Number: XXXXX

Member: **MEMBER SAMPLE** Payer ID: xxxxxx
[UHC Dental Benefits]

PCP Name: **SAMPLE, M.D., PROVIDER**
PCP Phone: (999) 999-9999

Copay: PCP \$XX ER \$XX
Spec \$XX

H9999-999-999 **AARP Medicare Advantage (HMO)**

MedicareRx
Prescription Drug Coverage

RxBIN: 610087
RxCPCN: 9999
RxGrp: COS

Customer Service Hours: 8 am - 8 pm, 7 days/week Printed: xxxxxxxx

For Members
Website: www.MEMBERURL.com
Customer Service: 1-999-999-9999 TTY 711
NurseLine: 1-999-999-9999 TTY 711
Behavioral Health: 1-999-999-9999 TTY 711
Dental: 1-999-999-9999 TTY 711

For Providers www.PROVIDERURL.com 1-999-999-9999
Medical Claim Address: P.O. Box 99999, Healthcare, US 99999-9999
[PCP to send electronic referrals]

[UHC Dental Providers: UHC www.DENTALURL.com 1-999-999-9999]

For Pharmacists: 1-999-999-9999
Pharmacy Claims OptumRx P.O. Box 99999, Healthcare, US 99999

[Pharm Benefit Logo] [Network Logo]

Sample health care ID cards are for illustration only.

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2020 Medicare Advantage Wisconsin Membership Plans

Referrals are not required.

Plan Name	Group Number	Counties	Plan Type	CMS Contract Number
AARP® Medicare Advantage (HMO-POS)	70000	Milwaukee, Ozaukee, Racine, Washington and Waukesha	HMO-POS**	H5253-004
AARP® Medicare Advantage (HMO-POS)	70095/70096*	Grant, Green, Jefferson, Kenosha, Rock and Walworth	HMO-POS**	H5253-030
AARP® Medicare Advantage (HMO-POS)	70181/70104*	Lincoln, Marathon, Oneida, Portage and Wood	HMO-POS**	H5253-073
AARP® Medicare Advantage (HMO-POS)	75000/75002*	Brown, Calumet, Dodge, Door, Florence, Fond du Lac, Forest, Green Lake, Kewaunee, Langlade, Manitowoc, Marinette, Menominee, Oconto, Outagamie, Shawano, Sheboygan, Waupaca, Waushara and Winnebago	HMO-POS**	H5253-011
AARP® Medicare Advantage Essential (HMO-POS)	70053	Brown, Calumet, Dodge, Door, Florence, Fond du Lac, Forest, Grant, Green, Green Lake, Jefferson, Kenosha, Kewaunee, Langlade, Lincoln, Manitowoc, Marathon, Marinette, Menominee, Milwaukee, Oconto, Oneida, Outagamie, Ozaukee, Portage, Racine, Rock, Shawano, Sheboygan, Walworth, Washington, Waukesha, Waupaca, Waushara, Winnebago	HMO-POS**	H5253-021
AARP® Medicare Advantage Premier (HMO-POS)	70111/70112*	Grant, Green, Jefferson, Kenosha, Rock and Walworth	HMO-POS**	H5253-077
AARP® Medicare Advantage Value (HMO)	52144/52145*	Grant, Green, Jefferson, Kenosha, Rock and Walworth	HMO	H5253-097
AARP® Medicare Advantage Value (HMO-POS)	70097/70098*	Milwaukee, Ozaukee, Racine, Washington and Waukesha	HMO-POS**	H5253-033
AARP® Medicare Advantage Value (HMO-POS)	70099/70100*	Brown, Calumet, Dodge, Door, Florence, Fond du Lac, Forest, Green Lake, Kewaunee, Langlade, Manitowoc, Marinette, Menominee, Oconto, Outagamie, Shawano, Sheboygan, Waupaca, Waushara and Winnebago	HMO-POS**	H5253-034

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Plan Name	Group Number	Counties	Plan Type	CMS Contract Number
AARP® Medicare Advantage Value (HMO-POS)	70180/70102*	Lincoln, Marathon, Oneida, Portage and Wood	HMO-POS**	H5253-072
UnitedHealthcare Assisted Living Plan (HMO SNP)	00503	Brown, Manitowoc, Milwaukee, Outagamie, Ozaukee, Racine, Shawano, Sheboygan, Washington, Waukesha, Waupaca and Winnebago	HMO SNP	H3794-003
UnitedHealthcare Dual Complete® LP (HMO SNP)	52100/52104 00501/0 0502	Brown, Calumet, Dane, Green Lake, Kewaunee, La Crosse, Manitowoc, Marinette, Milwaukee, Monroe, Oconto, Outagamie, Ozaukee, Portage, Racine, Shawano, Sheboygan, Trempealeau, Vernon, Washington, Waukesha, Waupaca, Waushara and Winnebago	HMO SNP	H5253-024 H3794-002
UnitedHealthcare Group Medicare Advantage (PPO)	12XXX 13XXX 16XXX	Available in all counties	Employer Group-Sponsored PPO	Check with your local plan representative for a quick reference
UnitedHealthcare Medicare Advantage Assist (PPO SNP)	99850	Adams, Brown, Calumet, Columbia, Dane, Dodge, Door, Florence, Fond du Lac, Forest, Grant, Green, Green Lake, Iowa, Jefferson, Kenosha, Kewaunee, Lafayette, Langlade, Manitowoc, Marinette, Marquette, Menominee, Milwaukee, Oconto, Outagamie, Ozaukee, Racine, Rock, Sauk, Shawano, Sheboygan, Walworth, Washington, Waukesha, Waupaca, Waushara and Winnebago	PPO SNP	H0294-002
UnitedHealthcare Medicare Advantage Assist (PPO SNP)	99857/99859*	Ashland, Buffalo, Clark, Crawford, Iron, Jackson, Juneau, La Crosse, Lincoln, Marathon, Monroe, Oneida, Pepin, Pierce, Portage, Price, Richland, Sawyer, Taylor, Trempealeau, Vernon, Vilas and Wood	PPO SNP	H0294-010

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Plan Name	Group Number	Counties	Plan Type	CMS Contract Number
UnitedHealthcare Medicare Advantage Open (PPO)	99851/99854*	Adams, Brown, Calumet, Columbia, Dane, Dodge, Door, Florence, Fond du Lac, Forest, Grant, Green, Green Lake, Iowa, Jefferson, Kenosha, Kewaunee, Lafayette, Manitowoc, Marinette, Marquette, Menominee, Milwaukee, Oconto, Outagamie, Ozaukee, Racine, Rock, Sauk, Shawano, Sheboygan, Walworth, Washington, Waukesha, Waupaca, Waukegan and Winnebago	PPO	H0294-004
UnitedHealthcare Medicare Advantage Open (PPO)	99855/99858*	Ashland, Buffalo, Clark, Crawford, Iron, Jackson, Juneau, La Crosse, Lincoln, Marathon, Monroe, Oneida, Pepin, Pierce, Portage, Price, Richland, Sawyer, Taylor, Trempealeau, Vernon, Vilas and Wood	PPO	H0294-011
UnitedHealthcare Medicare Advantage Open Essential (PPO)	99860	Adams, Ashland, Buffalo, Clark, Columbia, Crawford, Dane, Iowa, Iron, Jackson, Juneau, La Crosse, Lafayette, Marquette, Monroe, Pepin, Pierce, Price, Richland, Sauk, Sawyer, Taylor, Trempealeau, Vernon,	PPO	H0294-014
UnitedHealthcare Medicare Advantage Open Premier (PPO)	99856/99861*	Ashland, Buffalo, Clark, Crawford, Iron, Jackson, Juneau, La Crosse, Lincoln, Marathon, Monroe, Oneida, Pepin, Pierce, Portage, Price, Richland, Sawyer, Taylor, Trempealeau, Vernon, Vilas and Wood	PPO	H0294-012
AARP® Medicare Advantage Walgreens (PPO)	72730	Brown, Kewaunee and Outagamie	PPO	H0294-015
AARP® Medicare Advantage Walgreens (PPO)	72731/72732*	Dane and Rock	PPO	H0294-016
UnitedHealthcare Nursing Home Plan (HMO SNP)	52001/52003/00500	Brown, Calumet, Dane, Dodge, Fond du Lac, Jefferson, Kenosha, La Crosse, Manitowoc, Milwaukee, Monroe, Outagamie, Ozaukee, Racine, Rock, Shawano, Sheboygan, Trempealeau, Vernon, Washington, Waukesha, Waupaca and Winnebago	HMO-Point of Service-SNP	H5253-007 H3794-001

* These plans (as listed under the Group Number column) include an optional comprehensive dental plan rider.

**POS only applies to dental services and NOT medical services

Plans are insured through UnitedHealthcare Insurance Company or one of its affiliated companies, a Medicare Advantage organization with a Medicare contract. Enrollment in the plan depends on the plan's contract renewal with Medicare. AARP® Medicare Complete® Plans carry the AARP® name, and UnitedHealthcare Insurance Company pays royalty fees to AARP® for the use of its intellectual property. These fees are used for the general purposes of AARP®.